

INFORMATION EXCHANGE

October 2004

Resources for Workforce Development Programs

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Call the Employment Training Network



You'll be *amazed* at what we can do for you!

Whether it be training, resource materials, or a program site visit, the Employment Training Network (ETN) is here to provide the direction you need!

We maintain a database of on-call consultants who will help give guidance in the operation of your Workforce Investment Act (WIA) programs.

We also have a free lending library. You won't lose your way reviewing our extensive list of resource materials. Our librarian will lead you to exactly the items you are looking for. (See Page 6)

The ETN can reimburse travel expenses associated with visiting other programs. As you wind your way through complex information about WIA, you may need to visit and learn first-hand from other programs.

Don't wait till you've hit a dead-end. Call the ETN at (916) 654-8896 and we'll show you the way!



ASSOCIATION OF CALIFORNIA SCHOOL ADMINISTRATORS

Workforce Development Update

Capacity Building Unit Offers Variety of Quality Training

The Capacity Building Unit (CBU) of the Workforce Investment Division provides staff development training and technical assistance to the workforce community, at no cost to the requesting agency.

The CBU curriculum is focused on the Workforce Investment Act (WIA). Courses are listed in the CBU Catalogue located at: www.edd.ca.gov/wiarep/wiacat.htm. Please consult the Training Calendar at www.edd.ca.gov/wiarep/wiacal.htm for the most current schedule.

A sampling of courses currently being offered are described below:

Assess With Finesse

This course is intended for career development and workforce investment professionals who work with WIA participants, including case managers, job developers, and employment specialists.

This course provides a dynamic framework for exploring the world of work. This interactive workshop will provide attendees with an opportunity to complete an on-line self-assessment. They will learn about a variety of assessment tools, including an internet-based assessment system. Participants will be provided with the tools to create a data-driven employment plan. Participants will also learn the guidelines for selecting appropriate assessment instruments. This class provides tools and resources that enhance WIA performance measurement outcomes.

Local Workforce Investment Areas or One-Stop Career Centers interested in hosting this workshop may call Suzette Cobb at (916) 653-8187 or email scobb@edd.ca.gov.

Presentation Skills

This course is for anyone who will be called upon to make presentations at meetings or other venues.

Class participants are required to give a two-minute initial presentation. Following the presentation, participants are given time to modify their work and presentation style in order to deliver their presentation again at the end of the

class. This interactive workshop provides training on: dealing with anxiety; personal skills assessment; visual aids; preparation of presentation; and delivery of presentation.

Local Workforce Investment Areas or One-Stop Career Centers interested in hosting this workshop may call Joy Allender at (916) 654-8782 or email jallender@edd.ca.gov.

Managing for Success (Youth Case Management)

This class is intended for WIA youth practitioners and their partner agency staff.

This is an exciting, interactive class that will stimulate dialogue and provide practical ways to improve performance outcomes.

It focuses on youth case management under WIA. The course covers: eligibility, documentation, individual service strategies, and post-exit strategies, all within the context of effective case management. This course provides technical assistance to service providers in a One-Stop setting and in LWIAs.

Local Workforce Investment Areas or One-Stop Career Centers interested in hosting this workshop may contact Terri Austin at (916) 653-4471 or e-mail taustin@edd.ca.gov.

Department of Rehabilitation Offers Training

The Disability Access Section (DAS) of the Department of Rehabilitation (DOR) provides services regarding disability awareness and program and physical access at the One-Stop Career Centers. DOR offers free training and consulting services to One-Stop Career Center staff and partners through an Interagency Agreement with the Employment Development Department.

For more information, please contact the DAS Training Coordinator, Bobby Aglubat at (916) 263-8695 or email at dastraining@dor.ca.gov.

The Power of One Collaborative

Para Los Niños, (PLN) founded in 1980, is a nonprofit family service agency designed to raise at-risk children out of poverty and into brighter futures through positive educational opportunities and support involving families and communities.

PLN has begun a new era in service delivery for youth. Through their Youth Workforce Services program, they have the opportunity to support teenagers and young adults as they follow through on their educational goals and begin planning their careers. With Workforce Investment Act (WIA) funding provided through the City of Los Angeles' Youth Opportunity System, PLN has accepted the challenge to lead a collaboration of 17 organizations in serving 278 youth between the ages of 14-21 in the East Los Angeles area. Kids know the WIA program as "the summer job program" but with their network setup, dubbed "The Power of One", it is so much more than a jobs program.

Each young person will work with a career advisor at PLN or with one of the partners, who will tailor the program to their needs and dreams. Career advisors assess the youth's educational strengths and career interests, and provide training and career guidance. Working with the resources in The Power of One network, the youth is placed in a training program, an entry-level job, or an internship which is appropriate for him or her.

One of the benefits of working within a collaboration is the freedom to refer youth for services within the network, and serve them as their needs develop. One of the collaborators, El Centro de Ayuda, will be exclusively providing counseling support services to all youth in the program. Youth will have an opportunity to learn and work with students at Cal State LA over winter or summer break. Additional partners including Goodwill Industries, Los Angeles Conservation Corp, and the East Los Angeles Skill Center each have stellar reputations for combining educational priorities with hands-on, practical job skill development. Digital Design provides a computer skills program which will be tailored towards career-specific skills and certifications. National Council of La Raza will be providing trainings to youth and collaboration staff, and the Multicultural Area Health Education Center is established at two high schools, implementing NCLR's Escalera Program. Other partners will be providing yoga and kick-boxing classes, English as a Second Language services, vocational training, tutoring, and job development for a wide range of paid work experience.

For Para Los Ninos, this shift toward providing employment readiness services, employment opportunities, case management and specialized support services to young people completes the agency's goals to support individuals and families at every critical life stage.

For additional information, please contact Mario Prietto, Director, Youth Workforce Services, Para Los Ninos at (213) 623-8446, ext. 582.

Mark Your Calendars!

National Congress for Community Economic Development (NCCED) Annual Convention

October 6-9, 2004 - Washington, DC

(202) 289-9020 or (877) 44-NCCED

conferences@ncced.org

The WorkPlace Ca - The Mind Of The Parolee

October 4-6, 2004 - Los Angeles/Norwalk, CA

www.themindoftheparolee.com/main8904.html

California Workforce Association (CWA) and Robbin and Associates - From Pink Slip to Pay-check, Success with Dislocated Workers!

October 14, 2004-Oakland, CA

www.calworkforce.org

The Performance Institute - 2004 National Youth Services Summit

October 25-27, 2004 - San Diego, CA

www.performanceweb.org/social/s171/s171.htm

California Workforce Association (CWA) and Robbin and Associates - Innovative Ways to Manage Large Caseloads and Customer Flow!

November 18, 2004 - Oakland, CA

www.calworkforce.org

California Workforce Association (CWA) and Robbin and Associates - How to be Successful with the Hard-to-Employ!

December 2, 2004 - Sacramento, CA

www.calworkforce.org

Program Information

Children's Collective - A Program That Made a Difference

The Children's Collective, Inc. Child Care Career Training Program used Governor's Workforce Investment Act (WIA) 15% funding to make a difference in the community through its child care training program and drop-in child care service. The program was operational from July 1, 2002, to June 30, 2004.

The mission of the program was to educate, train and prepare adults for careers as child care professionals. At no cost to the participant, Children's Collective offered accelerated college courses, tutoring, work experience, professional development seminars and supportive services. Those who completed the six to nine month training were able to work as Teachers, Teacher Assistants or Child Care Providers. Since its inception, the program successfully trained 267 participants from the community, credentialed 63 and placed 78% in professional teaching positions. Twelve of the graduates were hired by The Children's Collective and five by the WIA Drop-In Child Care Program. In addition to the above, the program maintained a 75% job retention rate and 78% have received wage increases, promotions and benefits.

In addition to the training program, the Drop-In Child Care Program offered child care services inside select WorkSource Career Centers in Los Angeles County to help facilitate job search efforts of parents with young children. Child care was

available during WorkSource hours so parents could more easily attend on-site, job related activities.

The Drop-In Child Care provided developmentally appropriate curriculum and activities by credentialed teachers, fostering the language, social, emotional, creative and physical development of young children.

The Drop-In Child Care program created and operated five centers: Community Centers, Inc. in South Los Angeles, Career Transition Center in Long Beach, East Los Angeles WorkSource Center in East Los Angeles, South Bay One-Stop Business & Career Center in Inglewood, and WorkSource Center in Hollywood. The centers served over 7,400 children and their families.

Under the direction of Program Coordinator, Natasha Mahone, both programs thrived while fulfilling a fundamental need in the community for quality child care provided by qualified teachers. Many outside agencies, civic leaders and residents have complimented the professionalism and reliability of the staff and noted the accomplishments of the program.

The Child Care Career Training Program and Drop-In Child Care Program prepared adults to teach and influenced children in a positive way. Their contributions to the community will impact the lives of many for years to come.

Grant Funds Available

Center for the Business of Government

The Center for the Business of Government announced the availability of grant funds for research papers addressing various topics pertaining to government as a business, including organizational reforms, emphasizing performance, improving service delivery, and increasing collaboration.

There will be two funding cycles, with applications due November 1, 2004, and March 1, 2004.

A summary and the full solicitation for proposals may be found at: www.businessofgovernment.org/main/apply/index.asp

Veteran's Program

Nationwide Hire Vets First Campaign

The U.S. Department of Labor and the President's National Hire Veterans Committee are kicking off a nationwide campaign entitled Hire Vets First scheduled for late September at press time.

This campaign will heighten employer awareness of the diverse capabilities, broad range of skills, excellent training, and proven character of our veterans.

The new *Hire Vets First* web site, located at www.hirevetsfirst.org, will provide access portals for both employers and veterans.

Guide for Connecting Youth Offenders to Employment Opportunities

The U.S. Department of Labor (DOL) has developed an interactive CD entitled, "Working Ahead: A Guide For Youth Offenders to Employment Opportunities." This tool supports the "New Strategic Vision for the Delivery of Services under the Workforce Investment Act," as described in DOL Training and Employment Guidance Letter 3-04, with its commitment to focusing on serving the neediest youth, including court-involved youth. Each Local Workforce Investment Area will receive a copy of this CD by U.S. mail.

Renee Lee who is the Youth Programs Coordinator for Cochise County (AZ) Workforce Development, one of DOL's Youth Offender Demonstration Project grantees, and a Workforce Investment Act coordinator, originally proposed this project. Since the legal and policy obstacles to employment for people with criminal records are complex and many jobs are inaccessible to people with criminal records, a "One-Stop" resource was needed to help local service providers and their young court-involved clients understand what the barriers are, how to affect career planning, and what can be done to overcome the barriers to find work. This guidebook was designed to serve re-entry and workforce systems throughout the region.

To request a copy of the CD or for further information about this project, please contact Denise Fogleman, Federal Project Officer, at fogleman.denise@dol.gov or (206) 553-7938, ext. 8157.

LaborMarketInfo - Your New Information Source!

The Employment Development Department, Labor Market Information Division is proud to launch our new web site - "LaborMarketInfo". The site is available at www.labormarketinfo.edd.ca.gov.

On the site, see the "Learn More About..." section in the upper right corner to access tours and other "how to" information. Check it out today!

Our previous web site, www.calmis.ca.gov/, will continue to be available while we transition to LaborMarketInfo. Whatever you need, from top jobs of the future to how much they pay, you will find easy access to a wealth of information.

Support for Rapid Response Layoff Aversion

The Contra Costa County (CCC) Workforce Development Board in collaboration with the Contra Costa Economic Partnership, the Small Business Development Center, One Stop Operator, the Northern California Rapid Response Roundtable and local agencies, is gearing up to implement an "early warning" system.

CCC believes it is necessary to take proactive and preventive measures in support of business downsizing and/or plant closures. This will result in working with local businesses, utilities, cities, community colleges, adult and continuing education and other training providers to customize incumbent training as an aversion strategy.

There are many strategies that can benefit businesses and avert downsizing or closures. CCC is exploring the potential for averting a layoff by conducting ongoing monitoring of the businesses in the areas in consultation with state and local economic development agencies.

CCC has found that early intervention strategies work best with:

- *Early identification of a troubled firm and affected workers
- *Adequate lead time to organize an effective response
- *Broad partnerships that mobilized education, workforce, labor and economic development resources, and
- *Sufficient capacity through outside business consultants or state personnel to assess the viability of firms and identify strategies.

Contra Costa County has developed a "Local Planning Tool for Layoff Aversion Strategies" which may be viewed at www.wdbccc.com/out_services.cfm. It is located at the bottom of the page under the category "Rapid Response Layoff Aversion Strategies Project".

For more information, please contact Sondra Rothwell, Coordinator, Rapid Response Services, at (925) 313-1519.

Check It Out!

The resource materials listed below are available for loan from the ETN library. Please leave a message at (916) 654-8386 with your requests. Available items will be shipped within 24 hours of request. If an item is already checked out, you will be placed on a reserve list.

CAREER COUNSELING

The Career Connection, A Guide to College Majors and Their Related Careers, JIST Works, Inc. (J1386)

Career Choices, A Guide for Teens and Young Adults: Who Am I?, What Do I Want?, How Do I Get It?, Academic Innovations (J1456)

Dare to Change Your Job and Your Life, Revised Edition, JIST Works, Inc. (J1598)

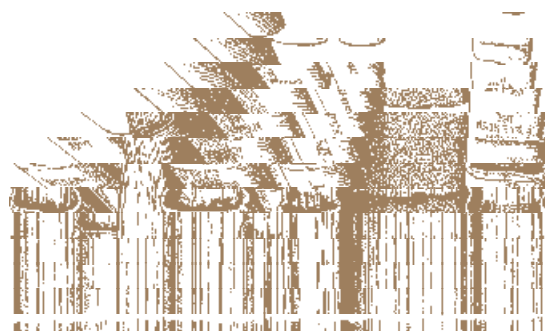
No One is Unemployable, Creative Solutions for Overcoming Barriers to Employment, WorkNet Publications (J1659)

Plan B: Converting Change into Career Opportunity, Revised Edition, Crisp Publications (J2017)

DECISION MAKING & PROBLEM SOLVING

Making Good Decisions, Decision-Making Techniques for Your Career and Your Life, JIST Works, Inc. (J1398)

Creative Decision Making, Using Positive Uncertainty, Crisp Publications (J2034)



Problem-Solving, Career Skills Library (J2110)

Decision Making and Problem-Solving, South Western Educational Publishing (J2111)

MANAGEMENT SKILLS

Training Managers to Train, A Practical Guide to Improving Employee Performance, Revised Edition, Crisp Publications (J1739)

Stepping Up to Supervisor, Revised Edition, Crisp Publications (J1767)

The New Supervisor, A Guide for the Newly Promoted, Third Edition, Crisp Publications (J1768)

Breakaway Management, Overcoming Dysfunction in the Workplace, Worx Publishing (J1769)

Performance-Based Management: What Every Manager Should Do to Get Results, Pfeiffer (J2270)

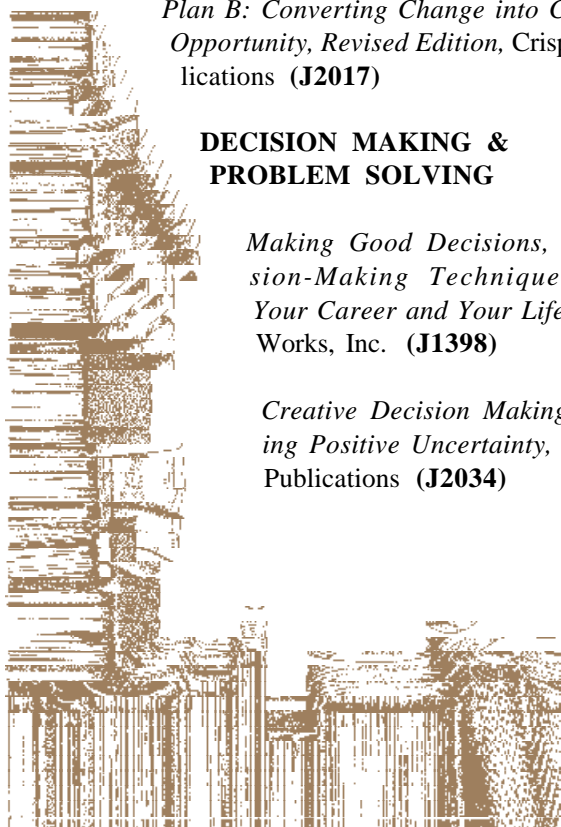
Performance-Based Evaluation: Tools and Techniques to Measure the Impact of Training, Pfeiffer (J2271)

CUSTOMER SERVICE

Twenty Ways to Improve Customer Service, Crisp Publications (J2015)

180 Ways to Walk the Customer Service Talk, The How-To Handbook for Everyone in Your Organization, The Graphics Group (J1954)

Customer Surveys for Agency Managers, What Managers Need to Know, The Urban Institute Press (J1928)



INFORMATION EXCHANGE

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4	5	6	7	8
The WorkPlace Ca-The Mind of the Parolee <i>Los Angeles/Norwalk-www.themindoftheparolee.com/main8904.html</i>		Presentation Skills <i>El Centro-(760)353-5050</i>	Managing for Success <i>San Bernardino-(909)381-7916</i>	
	Local Partnerships Under WIA <i>El Centro-(760)353-5050</i>	WIA Exit Strategies for Adults & Dislocated Workers <i>Los Angeles-(213)485-0926</i>	National Congress for Community Economic Development-Annual Convention <i>Washington, DC-(877)44-NCCED</i>	
11	12	13	14	15
			California Workforce Association, Robbin & Associates- From Pink Slip to Paycheck, Success with Dislocated Workers! <i>Oakland-www.calworkforce.org</i>	
			Managing for Success <i>San Bernardino-(909)381-7916</i>	
		WIA Exit Strategies for Youth Programs <i>Los Angeles-(213)485-0926</i>		
18	19	20	21	22
	WIA Case Management for Adults <i>East Los Angeles-(323)832-1221</i>		Let's Talk Business <i>El Centro-(760)353-5050</i>	
25	26	27	28	29
The Performance Institute- 2004 National Youth Services Summit <i>San Diego-www.performanceweb.org/social/s171/s171.htm</i>				

*Training in shaded boxes conducted by the Capacity Building Unit - www.edd.ca.gov/wiacal.htm

INFORMATION EXCHANGE

EMPLOYMENT TRAINING NETWORK

c/o EDD/WID

PO Box 826880 MIC 69
Sacramento, CA 94280-0001

THE EMPLOYMENT TRAINING NETWORK *Resources for Workforce Investment Act (WIA) Programs*

Information Exchange is published bi-monthly by the Employment Training Network under the auspices of the Association of California School Administrators (ACSA), Foundation for Educational Administration (FEA). Funding is provided by the Employment Development Department, Workforce Investment Division (EDD/WID). The contents of this newsletter do not necessarily reflect the position and/or policy of the EDD/WID or ACSA, FEA which administers the Employment Training Network. Comments may be directed to Diane Coad, Editor, Employment Training Network, c/o EDD/WID, P.O. Box 826880, MIC 69, Sacramento, CA 94280-0001; Email - dcoad@edd.ca.gov; Internet site: www.trainingnetwork.org

The Employment Training Network is an information dissemination project which provides one-to-one consultations, staff workshops and resources exclusively for California's Workforce Investment Act (WIA) programs. Through statewide networking, the Employment Training Network staff is able to offer diverse technical services using consultants in a variety of areas. Local Workforce Investment Area (LWIA) staff may benefit from the following services:

- **consultant services** - to enhance staff's skills, knowledge, and motivation
- **program site visits** - staff reimbursement provided for travel expenses
- **resource library** - up-to-date books, manuals and videos in a multitude of topics on loan for three weeks
- **referrals** - to other employment and training programs
- **Information Exchange newsletter** - informative newsletter announcing upcoming workshops, new resources, etc.

The Employment Training Network technical assistance services are available upon request to LWIA staff members or contractors operating LWIA programs. ETN staff: Diane Coad, Project Manager and Janine Cota, Administrative Assistant. **WIA funded agencies may receive Employment Training Network services by calling (916) 654-8896.**

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